

N E W S R E L E A S E

Contact: Loree Levy
Patti Roberts
(916) 654-9029

Date: March 27, 2009

News Release No.: 09-13

EDD Opens Offices on Saturdays to Provide Computers, Phones for Unemployment Insurance Applicants

SACRAMENTO -- Twenty-five Employment Development Department (EDD) workforce services offices throughout the state will open for four hours each Saturday beginning March 28 to provide unemployed workers greater access to the Unemployment Insurance (UI) program. Computers and phones will be available for those who may not have access to such items at home to help them file for UI benefits or help them submit questions about their claims.

"For many of our fellow Californians these are extraordinarily difficult times on working families," EDD Director Patrick Henning said. "Those out of work need all the help they can get during this national recession. Our staff recognizes this need, and many of them have volunteered to come into our offices on Saturday and help unemployed workers get online to file their claims. In addition, we have employees volunteering on Saturday at our UI call centers to help applicants applying by phone."

EDD employees will be on hand from 10 a.m. to 2 p.m. on Saturdays in specific offices to coincide with the newly added Saturday hours for the UI Call Centers. These measures are some of the initiatives EDD is implementing to help meet an unprecedented demand for UI benefits.

Call volume and UI claims for benefits are at record levels this year. In January, EDD processed 525,000 initial claims that include regular UI and federal extended benefits. That was the highest in the nation and more than the next two highest states of New York and Florida combined. Claim levels remain at least double the demand of a year ago.

The new Saturday hours should provide greater access to the UI program for a growing number of unemployed. The computers in these offices have the same access as home computers, but are being made available for those unemployed workers who don't have the use of a personal computer. Customers can file for benefits online or submit questions through the ContactEDD feature on the front page of EDD's Web site: www.edd.ca.gov

Unemployed workers who do not wish to file online can use the office phones or their home phones to contact one of six EDD call centers and apply over the phone. The UI call center phone numbers available for individuals to call on Saturdays, 10 a.m. to 2 p.m. (as well as Monday through Friday, 8 a.m. and 5 p.m.) are:

- English: 1-800-300-5616
- Spanish: 1-800-326-8937

EDD, however, encourages workers to file online (edd.ca.gov) if at all possible. It is the quickest and easiest way to apply for unemployment insurance benefits. More than 80 percent of all UI applications received by EDD are submitted online and the vast majority of our customers should be able to use this option.

The offices that will open on Saturdays were selected based on a high number of UI claimants visiting the offices and seeking assistance. While the offices can provide access points to the UI program, UI specialists remain available only online or over the phone.

(more)

EDD encourages unemployed workers to visit one of 250 One Stop Career Centers and workforce services offices statewide during the week to take advantage of the wide range of job search and career development services offered at the offices.

The following offices will be open March 28 from 10 a.m. to 2 p.m.:

| Northern | Address |
|----------------------------|--|
| Oakland | 675 Hegenberger Rd. Oakland 94621 |
| San Jose | 2450 S. Bascom Ave. Campbell 95008 |
| San Francisco | 801 Turk St. San Francisco 94102 |
| Sacramento | 2901 50th St Sacramento 95817 |
| Roseville | 1880 Sierra Gardens Dr. Roseville 95661 |
| Redding | 1325 Pine St. Redding 96001 |
| Hollister | 1111 San Felipe Rd. Hollister 95023 |
| Merced | 1205 West 18th St. Merced 95340 |
| Stockton | 135 W Fremont St. Stockton 95202 |
| Los Angeles/Ventura | Address |
| Pacoima | 11623 Glenoaks Blvd. Pacoima 91331 |
| Oxnard | 635 S. Ventura Rd. Oxnard 93030 |
| Lancaster | 1420 W. Avenue, I Lancaster 93534 |
| Torrance | 1220 Engracia Ave. Torrance 90501 |
| Crenshaw | 5401 Crenshaw Blvd. Los Angeles 90043 |
| Pasadena | 1207 E. Green St. Pasadena 91106 |
| West Covina | 933 S. Glendora Ave. West Covina 91790 |
| LA Metro | 315 W. 9 th Street Ste. 200, Los Angeles 90015 |
| Norwalk | 12715 S. Pioneer Blvd. Norwalk 90650 |
| Southern | Address |
| San Diego | 4389 Imperial Ave. San Diego 92113 |
| Fresno West | 2555 S. Elm Ave. Fresno 93706 |
| Corona | 237 W. River Road Corona 92880 |
| El Centro | 1550 W. Main St. El Centro 92243 |
| Redlands | 814 W. Colton Ave. Redlands 92374 |
| Anaheim | 2450 E. Lincoln Ave Anaheim 92806 |
| Oceanside | 1949 Avenida del Oro Oceanside 92056 |

####